

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the application of : McCORMACK, Tony, et al.  
Serial No. : 10/645,438  
Filed : August 21, 2003  
For : Management of queues in contact centres  
Examiner : CHEA, Philip J  
Art Unit : 2453

**RESPONSE TO OFFICE ACTION OF JUNE 18, 2009**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of June 18, 2009, Applicants make the following amendments and remarks: